

Understanding and Using PBMSS as a Management Tool



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Big Picture

- ◆ **Government Performance and Results Act (GPRA) of 1993**
 - Cornerstone of government improvement
 - Mandates goals and performance measures
 - Links to budgets



Big Picture (con't)

Naval Audit 007-95 (Sept 94)

- ◆ BH does not measure performance
- ◆ BH Managers are not aware of opportunities to improve
- ◆ N46/NAVFAC establish performance measures and adopt benchmarking procedures



What Is Performance-Based Management Support System? (PBMSS)

■ A SYSTEM FOR CONVERTING DATA INTO INTELLIGENT ACTION (QUALITY, QUANTITY, AND COST DATA)



Implementation Goals

- ◆ Manage within existing resources
- ◆ Monitor and report on goal achievement
- ◆ Improve Quality Control
- ◆ Reduce Workload at the Activity Level to the Absolute Minimum



How PBMSS Can Help Us

- ◆ **PERMITS MANAGEMENT TO MAKE INFORMED DECISIONS BASED ON ACCURATE INFORMATION**
 - ◆ **Regionalization/Consolidation**
 - ◆ **Budget Preparation**
 - ◆ **Data Calls, POAM and BAM**
 - ◆ **CA/FA/A76 Study**
 - ◆ **Outsourcing**
 - ◆ **Facility Planning**
 - ◆ **Reporting**



How PBMSS Can Help Us

- ◆ **Improved Customer Satisfaction by managing customer complaints and suggestions**
- ◆ **Able to monitor and account for BH funds**
- ◆ **Able to respond to quality of life issues**

PBMSS Key Players

- ◆ **N46 - Pentagon Washington, DC**
- ◆ **NAVFAC BHPMO -Alexandria, VA**
- ◆ **Major Claimants**
- ◆ **Engineering Field Divisions (EFDS)**
 - SOWESTDIV - San Diego, California
 - LANTDIV - Norfolk, Virginia
 - SOUTHDIV - Charleston, SC
 - PACDIV - Pearl Harbor, Hawaii
- ◆ **NCTS - Pensacola, Florida**



PBMSS DEMO

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